

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Medalist LaserFab Inc.

Wisconsin Manufacturing Extension Partnership

MEDALIST LASERFAB IMPROVES SERVICE DELIVERY TO INCREASE CUSTOMER SATISFACTION

Client Profile:

Medalist LaserFab, Inc., located in Oshkosh, Wisconsin, is a manufacturer of sheet metal components. The company is a key supplier to Oshkosh Truck Corporation and has 24 employees.

Situation:

When Oshkosh Truck—one of Medalist LaserFab's key clients—nominated the company as a supplier to the Wisconsin Manufacturers Development Consortium (WMDC), it seized the opportunity to improve its service delivery. WMDC is administered in conjunction with the Wisconsin Manufacturing Extension Partnership (WMEP), a NIST MEP network affiliate. Medalist LaserFab worked with WMEP to identify areas of improvement.

Solution:

First, WMEP and Medalist LaserFab tackled plant efficiency by analyzing the production process using the lean technique of value stream mapping. WMEP helped the company identify bottlenecks and waste in the process, and worked through possible solutions. In one instance, the team realized that welders were spending too much time looking for parts. Now the parts welders need are assembled ahead of time.

Next, the entire plant became more organized after WMEP introduced the key principles of 5S—sort, shine, set in order, standardize, and sustain—to individual workstations. The workspace serves as a visual reminder that cleanliness and organization improve the work environment and productivity. With less waste of time and motion, Medalist LaserFab improved its on-time delivery rate by up to 31 percent in six months. Their delighted customer, Oshkosh Truck, named Medalist LaserFab "Most Improved Supplier of the Year."

Results:

- * Named "Most Improved Supplier of the Year" by key client.
- * Improved on-time delivery rate from as low as 68 percent to an average of over 99 percent in the last six months.
- * Created a more stable, reliable relationship with a primary customer.
- * Achieved record sales.

Testimonial:

"[After working with the Wisconsin Manufacturing Extension Partnership,] Even in the current down market, we're now able to position ourselves for an economic comeback."

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John Mazuer, President